

IN ERROR MY WIFE ACCEPTED A COLLECT TELEPHONE CALL FROM HER SISTER WHO WAS LOST ON A TRIP. WE DO NOT HAVE A LONG-DISTANCE PROVIDER FOR CALLS. THE CARRIER OPTICOM PICKED UP THE CALL AT 5:17 PM(A 4 MINUTE CALL WAS \$30.96 AVG\$7.74) MY WIFE WAS GATHERING INFORMATION AND ASK HER TO CALL RIGHT BACK. SHE RECEIVED A CALL AT 5:51 PM AGAIN PICKED UP BY OPTICOM (8 MINUTES AT \$37.20 AVG \$4.65) I CALL OPTICOM TO QUESTION THE CHARGES, I SPECIFICALLY ASKED WHY THE AVERAGE COST WITHIN MINUTES WAS SO VASTLY DIFFERENT-THEIR TARIFF ALLOWS FOR THESE CHARGES AN CHANGES CONTINUOUSLY WAS THE ANSWER GIVEN. IS THIS RIGHT???? CAN RATES CHANGE AT THE DROP OF A HAT, HOW ARE THESE COMPANIES REGULATED??? WHAT INFORMATION CAN YOUR PROVIDE TO ALLOW ME TO SWALLOW A \$74.29 PHONE CHARGE FOR A 12 MINUTE CONVERSATION?? YOUR ASSISTANCE WOULD BE APPRECIATED.